

WHAT IS CLAIMED IS:

1 1. A method of managing an emergency call comprising:
2 capturing the emergency call;
3 determining whether messaging is desired; and
4 communicating with a caller using a messaging system when
5 voice communications are not desirable.

1 2. The method of Claim 1, further comprising
2 determining the nature of the emergency by decoding dialed
3 numbers.

1 3. The method of Claim 2, further comprising
2 transmitting questions to the caller using the messaging
3 system.

1 4. The method of Claim 1, further comprising
2 transmitting controls to a handset, thereby causing the
3 handset to ring.

1 5. The method of Claim 1, further comprising displaying
2 questions to the caller based on the content of the
3 transmitted messages.

1 6. The method of Claim 5, further comprising converting
2 the messages to graphical characters.

1 7. A communication system comprising:

2 at least one remote caller which initiates an emergency
3 call;

4 an emergency dispatcher which receives and captures the
5 emergency call; and

6 a messaging system which transmits non-verbal messages
7 between the remote caller and the emergency dispatcher.

1 8. The wireless communication system of Claim 7,
2 wherein the emergency dispatcher controls release of the
3 emergency call.

1 9. The wireless communication system of Claim 7,
2 wherein the messaging system uses the short messaging service.

1 10. The wireless communication system of Claim 7,
2 wherein the messaging system uses the DTMF messages.

1 11. The wireless communication system of Claim 7,
2 wherein the remote caller appends a code to an emergency
3 number to identify the nature of the emergency.

1 12. The wireless communication system of Claim 7,
2 wherein remote caller responds to the messages using a
3 telephone keypad.